



CARE INTERNATIONAL IN LEBANON

COUNTRY REPRESENTATIVE/EMERGENCY COORDINATOR

Context

Syria has marked two years since the beginning of the conflict which has so far resulted in some 70,000 deaths and 4 million people in need of humanitarian assistance inside the country, including 2 million internally displaced and well over 1 million refugees. Fighting continues in various parts of Syria, including in Aleppo, Ar-Raqqa, Damascus, Dara'a, Homs, Idlib and Rural Damascus, leading to new displacement of people. According to the UN Independent International Commission of Inquiry on the Syrian Arab Republic, violence in Syria has reached new heights of destruction with indiscriminate and widespread shelling, the regular bombardment of cities, mass killing and the deliberate firing on civilian targets characterizing the daily lives of civilians.

The number of Syrian refugees either registered as refugees or being assisted in Syria's neighbouring countries and North Africa is now over 1.1 million, exceeding the projections for end June 2013 as per the Regional Response Plan (RRP) for Syrian Refugees. The number increased dramatically since the beginning of the year, when the number was about 575,000. Moreover, the number of Syrians may be higher given that not all refugees have approached UNHCR to be registered. During a visit to the region, on 9 March, the High Commissioner for Refugees warned that, if a solution is not found to the conflict, the number of people fleeing Syria could double or triple by the end of this year. Such a massive influx is making it extremely difficult for the generous local communities to effectively absorb the refugees. As the cost of food, rent and other essential goods and services continue to increase, whilst the cost of labor diminishes given the availability of Syrian refugees to work for lower wages, the risk of tensions between refugees and host communities is increasing.

Lebanon is the country hosting the highest number of refugees. By March 19th, there were almost 371,000 Syrian refugees in Lebanon, 70% of them in North Lebanon and Bekaa. There is also a population that have not contacted the HCR – including Syrians affluent enough not to need assistance, those that for security reasons do not want to register, those that are unaware and migrant workers who have decided not to register – this population could number 500,000 individuals. Yet, the humanitarian presence in the country is very weak to address the basic needs of hundreds of thousands of people and the trend for the coming months is clearly showing an increase of the number of refugees. Moreover, in close discussion and coordination with CARE International and if the situation allows, the Lebanon office could be used to support cross border operations into Syria. As such it will fit in the broader scope of the regional approach regarding the Syrian crisis.

Purpose / Role

The Country Representative/Emergency Coordinator leads and manages the country office. He/she has overall supervision over safety and security, operations, programmes and support services. The Country Representative/Emergency Coordinator is responsible for the quality and effectiveness of CARE's emergency response. He/she is responsible and accountable for developing, coordinating and managing all emergency activities.

The main purpose of the assignment is to establish presence in Lebanon, conduct assessments, secure funding and launch operations during the first months. Once operations are on track, the Country Representative/Emergency Coordinator will focus on more classical tasks: overall management and representation.

Reporting Lines

The Country Representative/Emergency Coordinator reports to CARE France Program Director and has a functional management line with CARE France Emergency Manager.

All staff and all CI RED (CARE International Roster for Emergency Deployment) personnel deployed to Lebanon report to the Country Representative.

Key Internal Contacts

CARE France: Program Director, Emergency Manager, Finance and Administration Director

CARE Emergency Group: Regional Emergency Coordinator, Head of Operations

CARE Members: Emergency/Humanitarian Directors, Middle East Regional Management Unit (USA)

Key External Contacts

Other NGO's, UN agencies, host government, bilateral and multilateral donors, and other principle stakeholders including the military where present

Immediate Tasks

1. Country office setup

- Follow up and finalise the registration process of CARE Lebanon and conduct all necessary administrative tasks to support the setup (ensure compliance with domestic labour law, open bank account, etc...)
- Identify and set up an office/guest house in Lebanon
- Recruit a Logistics and Administration Assistant

2. Integrate humanitarian coordination

- Identify and liaise with all relevant stakeholders: INGOs, local NGOs, UN, donors, host government
- Integrate coordination meetings (clusters, NGO forum, ...) and build a strong network

3. Conduct rapid needs assessment

- With the support of CI technical advisors, conduct emergency needs assessments
- Develop an integrated emergency response, implementation and exit strategies
- Coordinate the development of all project implementation plans and budgets within the framework of the agreed emergency response programme and strategy.

4. Conduct safety and security assessment and develop S&S plan

- Conduct a S&S assessment in areas where CARE is present including a risk analysis, risk reduction and mitigation measures
- Develop safety and security plan including hibernation/relocation/evacuation plan

5. Ensure information management

- Ensure that CARE France and CARE International Members are provided with regular situation reports and are aware of humanitarian developments and CARE's response to them.

6. Ensure fundraising

- Identify and liaise with bilateral and multi-lateral donors
- Submit high quality proposals in accordance with CARE standards

Overall Responsibilities

7. General Management and Leadership

- Ensure all staff and visitors are fully briefed on all aspects of security, social and cultural norms and local conditions and behaviour.
- Establish and maintain constructive working relationships with other NGO's, UN agencies, host government, bilateral and multilateral donors, and other principle stakeholders including the military where present and if necessary.
- Create the conditions to ensure effective teamwork and morale. Ensure staff wellbeing is addressed.
- Conduct performance appraisals of emergency staff if and as required, ensure regular feedback and mentoring on individual performance.
- Ensure that CARE France and CARE Members are kept informed about assessment progress, emergency response implementation and strategies, project plans, progress reports, and other significant developments.
- Promote a productive work environment respectful of the Code of Conduct with zero tolerance for verbal and physical abuse or discrimination against other persons on the grounds of race, colour, sex or creed.

8. Safety and Security

- Ensure all personnel and visitors understand individual and collective responsibilities for safety and security.
- Liaise with the CI Safety & Security Unit to ensure compliance with CARE International Security Guidelines and their effective application in the local context.
- Monitor the operational environment with respect to increased level of threat and advise CARE France accordingly

- Keep the Secretariat and other interested CARE members advised of changes and threats to the security of CARE staff, assets and operations.
- 9. Emergency Project Management and Implementation**
- Maintain ongoing surveillance of the developing humanitarian emergency situation and adjust activities accordingly.
 - Ensure adequate monitoring, reporting and acquittal of emergency response activities in accordance with CARE International's humanitarian accountability framework, relevant SPHERE standards and gender in emergencies
 - Ensure that different sectoral activities are implemented in a coordinated and integrated manner.
 - Ensure all emergency personnel understand and carry out their duties in accordance with humanitarian principles, core values, the Code of Conduct and SPHERE.
 - Oversee project design and proposal preparations for institutional and public funding.
- 10. Program Support**
- Ensure that program support functions are established and maintained in accordance with CARE International policies and procedures.
 - Ensure compliance with all host country legal, contractual, labour and statutory requirements including registration in countries where CARE has no pre-existing presence.
 - Ensure the establishment and maintenance of CARE International financial management and accounting systems
 - Ensure with the Logistics and Administration assistant the establishment and maintenance of a functional procurement and supply chain management system.
 - Ensure with the Logistics and Administration assistant the timely and appropriate establishment of all logistics infrastructure (warehousing / transport / distribution) and associated operating / management /monitoring systems.
 - Ensure that the systems used for HR are adapted to the emergency context to ensure a rapid response while maintaining an acceptable level of accountability in regards to the recruitment.
 - Monitor ongoing human resources issues and make recommendations and adjustments accordingly.
- 11. Public Relations/Media**
- Support CARE France and CI to ensure positive coverage and the timely provision of situation reports and fundraising material to National Member Headquarters and the CARE International Secretariat.
 - Ensure all information, publicity and fundraising material recognises and respects the dignity of disaster victims.

Selection Criteria

Technical Competencies

- Minimum of 5 years humanitarian aid experience at management level in complex crisis including highly volatile situations. Experience in setting up a country office is desirable.
- Substantial experience in safety and security management
- High level of all aspects of managerial experience, including managing multi-million dollar budgets.
- Experience in complex decision making and leading a multi-disciplinary, multi-national team under difficult circumstances.
- The highest level of expertise in representation and negotiation with governments and donors.
- Strong understanding of the humanitarian emergency operating context, including Sphere, the humanitarian system, donors, security, civil military liaison and program management.
- Language skills: Fluency in written and spoken English is a requirement, Arabic and/or French desirable
- Knowledge of the region is an asset

Core Competencies

- People Skills: Ability to work independently and as a team player who demonstrates leadership and is able to support and train local and international staff and also able to work with disaster affected communities in a sensitive and participatory manner.
- Communication Skills: Well developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of CARE. This includes effective negotiation and representation skills



- Integrity: Works with trustworthiness and integrity and has a clear commitment to CARE's core values and humanitarian principles.
- Resilience/Adaptability and flexibility: Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
- Awareness and sensitivity of self and others: Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
- Work style: Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem solving skills.
- Knowledge and skills: Sphere and the Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.

How to apply:

Due to the urgency to fill this position, applications will be reviewed and shortlisted as they are received. The position will remain open until filled.

It is a fixed term contract of minimum 6 months. Salary and benefits to be discussed.

Please email your application to recrutement.programmes@carefrance.org, quoting the reference: **LEBANON/CD/NAME**. All applications should be accompanied by a cover letter and a CV with daytime telephone contacts and contact details for three referees.

CARE is an Equal Opportunity Employer, promoting gender, equity and diversity, therefore women are strongly encouraged to apply.

Only Short listed candidates will be contacted.